

## WORK GROUP STRATEGY ON A PAGE FOR 2017 – 2017

**Work Group Strategy and Value Proposition:** Recommend strategies to make technology platforms available that will enable State agencies to more easily automate enterprise workflows.

### Current State 2016

#### Top Characteristics of the Initial State

- Most State Agencies continue to rely on paper-based workflows to gather information, signatures, reviews and approvals.
- Most workflows are manually intensive, lack standardization, data integrity, repeatability and lack efficiency.
- Many data intake processes used by citizens and business for government services are not easy to navigate and use.

#### Top Metrics Describing the Initial State

- Number of transactions per unit of time
- Number of staff required to complete transactions
- Customer response time
- Customer satisfaction
- Cost of manual processes

### Top Initiatives\*

1. Validate the use of existing Adobe Experience Manager (AEM) SharePoint and Nintex technology platforms for workflow automation initiatives.
2. Complete installation of AEM infrastructure and implement AEM "Proof of Concept"
3. Fully automate and place in production three Illinois EPA workflows
  - Implement use of adaptive forms for mobile application
  - Implement use of digital signature capabilities
  - Implement use of form portal
4. Establish service model for AEM services

### Top Underlying Beliefs and Assumptions

Automating workflows:

- Lowers overall costs
- Improves data accuracy
- Eliminates duplicative data entry
- Increases worker efficiency and overall productivity

### Future State 2016 -17

#### Top Characteristics of the End State:

- Availability of two to three cost-effective technology platforms for fast and efficient delivery of workflow automation initiatives.
- Establishment of tools and mechanisms to assist agency business units to build effective business cases that include ROI calculations and metrics for workflow automation initiatives.

#### Top Metrics Describing the End State

- Reduced cost of employee salaries associated with previous manual based workflows
- Reduced annual cost of paper
- Reduced content creation, packaging, publishing
- Customer satisfaction with reduced response and cycle times.
- Customer and internal employee satisfaction with new automated processes

**Statement of Risk:** Process re-engineering of existing workflows must be done prior to workflow automation to gain the greatest efficiencies. Cost effective technologies and effective implementation and support mechanisms must be in place to speed the delivery of automation throughout the enterprise..

\* Details in the business case per initiative